

Help with federal agencies

Privacy Releases

- Privacy Consent Form
- Immigration Privacy Consent Form
- Passport Assistance Request Form

Every day Congresswoman Eshoo and her staff help constituents to address problems encountered with federal agencies. Most often our work is directed to the IRS, the CIS, the Social Security Administration, and the Veterans Administration. We've helped thousands of constituents with their questions and their cases ... some enormously complex ... and made breakthroughs in the federal bureaucracy. We set high standards for ourselves to do literally everything we possibly can for our constituents.

The Privacy Act of 1974 requires that Members of Congress have written authorization from an individual before they can obtain information about his or her case. That's why we need you to write to our Palo Alto District Office outlining your problem and request that we assist you by contacting a particular agency on your behalf. Be sure to include your address, your phone number, and the pertinent information (i.e. claim numbers, receipt numbers, etc.) For example, if your problem is with the Social Security Administration, we'll need your Social Security number. If your problem is with the Veteran's Administration, we'll need your case number or your Social Security number. If your problem is with the IRS, we'll need your taxpayer identification number or your Social Security number. If your problem is with the USCIS, then we'll need your alien registration number.

You can also fill out our Privacy Consent Form and fax it to us at (650) 323-3498. Copies of supporting documents or correspondence from the agency involved are also helpful for us to have, depending on the type of problem. If you have any questions about the information required, feel free to call the Palo Alto District Office

* Note: Every Member of Congress is constrained by the House Ethics Rules from becoming involved in legal matters. If you have legal concerns and need advice, you can find a list of Free Legal Service Providers in our area [here](#).

If the problem you're experiencing is not with the Federal Government and you would like to have a State or County issue addressed, you can locate your local representatives [here](#):

- State of California
- Santa Clara County
- San Mateo County
- Santa Cruz County

A list of cities in the 14th Congressional District can also be found [here](#).

Below is a brief list of Federal departments and agencies. Click on each for more information and to find out how we can help. If we haven't given you the information you need, just call our office at (650) 323-2984, (408) 245-2339 or (831) 335-2020.

- Citizenship and Immigration Services, formerly the Immigration and Naturalization Service (INS): Citizenship and Immigration Services (CIS) is the federal agency that handles immigration matters including green cards, citizenship, and foreign adoptions. We do everything we possibly can to produce positive outcomes through this very tough agency. [Immigration Privacy Release Form](#).

- Department of Education: The Education Department administers a number of federal loan programs for higher education. If you're having difficulty contacting the Department of Education to resolve problems relating to your loans, let us know.

- Federal Emergency Management Agency (FEMA): FEMA is the very first federal agency to respond when national disasters occur. The agency also works to prevent disasters and prepare for them. We help constituents with any claims with FEMA.

- Department of Housing and Urban Development (HUD): The Department of Housing and Urban Development (HUD)'s mission is to ensure that every person has a safe place to live. Among other things, HUD enforces federal housing laws, including anti-discriminatory practices. They also provide funding for Section 8 vouchers which can be used to pay for or supplement rent. We can contact HUD for you or help you find a local agency or organization which works to find housing and to keep it.

- Internal Revenue Service (IRS): The IRS is feared by some and confusing to others. We can help you reconcile disputes with the IRS and put you in touch with a qualified Problem Resolution Officer within the IRS to ensure that your case is examined fairly and accurately. Additional resources on how to request that the IRS address your tax-related questions or problems can be found [here](#).

- Department of Labor: My staff is well equipped to assist with any problems constituents have with the Department of Labor, including worker compensation claims, as well as ERISA and COBRA insurance claims.

- Military Records/National Personnel Records Center: We're happy to assist you and your family members locate lost military records and replacement medals awarded for service in our nation's armed forces.

- Postal Service (USPS): The USPS delivers mail to our homes and businesses six days a week. We can help you navigate through the system if you're experiencing difficulties with your mail service.

- Small Business Administration (SBA): The SBA provides resources for small businesses in our country whether they're just starting out or have been in business for many years.

- Social Security and Medicare: We help constituents resolve problems with the Center for Medicare and Medicaid , as well as the Social Security Administration. We're exceedingly proud of the many successful outcomes we've produced.

- Department of State: The State Department issues visas to foreign nationals, provides travel warnings, provides information and assistance to U.S. citizens traveling abroad, and issues passports.

- Department of Transportation: There are many different agencies that are responsible for safe roads and public transportation. We can help you navigate through them.

- Transportation Security Administration: The TSA is the agency within the Department of Homeland Security responsible for safety and protection of the nation's transportation systems. If you have experienced screening problems at U.S. ports of entry or feel that you've been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs, we can help you navigate TSA's system to file a redress inquiry.

- Department of Veterans Affairs: We work daily with the Department of Veterans Affairs for constituents who are trying to obtain their monetary, education, and health benefits. There are many other veteran benefits and concerns that we assist constituents with daily.

[Return to Top](#)